

City of Ryde

**DISABILITY DISCRIMINATION ACT  
ACTION PLAN  
2003-05**

**In accordance with the Disability Discrimination Act (1992)  
Adopted by City of Ryde on 1 April 2003**

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# City of Ryde

## **PART ONE**

# **DISABILITY DISCRIMINATION ACT ACTION PLAN**

## **BACKGROUND**

## ACKNOWLEDGEMENTS

The Disability Discrimination Act Action Plan (DDA Action Plan) was developed by the Community Services Unit of the City of Ryde in consultation with the City of Ryde Access Committee and Access and Equity Strategy Steering Group (A&ESSG).

The plan was developed through the analysis of 'best practice' examples (see References & Resources). With specific reference to: 'A Guide to Best Practice in Local Government, Australian Local Government Association 1994', 'Advisory Notes on Access to Premises, Human Rights and Equal Opportunity Commission 1997', 'Waverley Council DDA Action Plan' and 'Rockdale City Council DDA Action Plan'.


## USING THIS DOCUMENT

The City of Ryde DDA Action Plan is one of a number of policies and plans the City produces to guide the outcomes of the organisation. This document should be read in conjunction with other documents including:

- [Management Plan 2002-2005](#)
- [Social Plan 2002](#)
- Equal Employment Opportunity Policy
- Code of Conduct
- Access & Equity Policy

These documents are all available:

- On web page at [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)
- At the libraries
- Through the call centre 9952 8222.

 Symbol refers to another document and indicates where to find the specific information on the City of Ryde's web site. If you are viewing this document electronically you may be able to click on the links which will go to the document.

Eg.  Our vision and mission [Management Plan 2002-2005](#); p1

## DEVELOPMENT OF THIS PLAN

In 1992, the Commonwealth Government passed the Disability Discrimination Act (DDA), which makes it unlawful to discriminate against people with a disability.

The DDA Action Plan has been developed within the context of Section 9 of the NSW Disability Services Act (1993), that requires public authorities to prepare and implement disability action plans for the provision of services for people with disabilities. The NSW Government Disability Framework requires all State Government agencies, and encourages local governments, to develop action plans to adjust their programs to cater for the needs of people with disabilities.

The development of the DDA Action Plan was in response to the City of Ryde Social Plan 2000; People with Disabilities Needs Paper which makes the following recommendation:

*'That, as a matter of priority, Council develop a Disability Discrimination Act Action Plan and, as part of this process, that it reviews policies, services and facilities to ensure people with a disability have equal access and are not being discriminated against. This process should occur with input from the Access Committee.'*

The aim of the DDA Action Plan is to identify practices that may discriminate (intentional or unintentional) against a person with a disability and develop strategies for improving the City of Ryde's practices to eliminate discrimination. This document will be referred to the Human Rights and Equal Opportunity Commission (HREOC) in accordance with the Disability Discrimination Act (DDA) 1992.

The City of Ryde is committed to working towards a fully accessible locality by working in partnership with other authorities and the community. This plan seeks to ensure that the City of Ryde provides facilities and services in an equitable and dignified way to all people.

A service or facility is accessible when it is:

- easy to find out about
- easily understood
- easy to get to, and
- easy to use.

Accessibility is important because it leads to higher quality services to the whole community.

The DDA Action Plan will assist the City of Ryde to promote and facilitate the inclusion of people with disabilities in the community by:

1. Raising awareness and understanding of the DDA through promotion, information dissemination and programs involving the community
2. Ensuring access to services and facilities for people with disabilities within the City of Ryde
3. Actively consulting and communicating with the local community
4. Identifying the needs of people with disabilities and their carers and responding to those needs
5. Promoting an informed, equitable and responsible culture in regard to disability issues
6. Taking a leadership role in promoting community inclusion values and providing solutions in the community and local government
7. Providing opportunities for people with disabilities to actively participate in the local democratic process.



[Management Plan 2002-2005;](#)  
[Social Plan 2000 People with Disabilities Needs](#) Paper p16.

The City of Ryde has demonstrated a commitment to social justice and access and equity through:

- Our vision and mission (Management Plan p1)
- Our principles and values (Management Plan p2)
- Council's Objectives (Purpose) (Management Plan p2).

## **WHO WILL BENEFIT?**

According to the Australian Bureau of Statistics almost one in five people living in New South Wales currently has a disability. Potentially 20 percent of the population will directly benefit from changes towards a more accessible city that reduces barriers and improves their quality of life. Improving facilities and services has many benefits. For example, lifts at railway stations and shopping centres are well used by people with disabilities and benefit the wider community.

Anyone in the community may develop or acquire a disability sometime in their life, or have a close relative or friend develop or acquire a disability. This makes access an issue for everyone. In addition many experience reduced mobility in various situations:

- Parents pushing young children in strollers
- Young people with sporting injuries
- Older people who are becoming less agile would benefit from a more accessible environment as they are at risk of falling.

Therefore the potential benefit, to implementation of a DDA Action Plan, is that the whole community benefits from a culture that respects human rights and creates opportunities for everyone to participate.

## **LIMITATIONS TO ACTION**

There will be some instances where there will be limitations to the action the City of Ryde can undertake. This may be due to ageing infrastructure and budget constraints. However in these instances the City of Ryde will endeavour to develop contingency plans to ensure that improvements will be made in the future. Should any issues be raised which are outside the City of Ryde responsibility, they will be referred to the appropriate level of government.

## DEFINITION OF DISABILITY

This document and the Disability Discrimination Act defines “disability” in relation to a person, as:

- total or partial loss of the person’s bodily or mental functions, or
- total or partial loss of a part of the body, or
- the presence in the body of organisms causing disease or illness, or
- the presence in the body of organisms capable of causing disease or illness, or
- the malfunction, malformation or disfigurement of a part of a person’s body, or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction, or
- a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour.

The definition includes a disability that:

- presently exists, or
- previously existed but no longer exists, or
- may exist in the future, or
- is imputed to a person (eg, assumes a person has a disease).

This is a wide definition and includes all obvious categories of disability, such as physical disability and intellectual disability, and extends to other conditions such as people who are HIV positive or have AIDS-related conditions and people with attention deficit disorder.

The DDA includes disabilities that are physical, intellectual, sensory, neurological, a learning disability, a physical disfigurement, the presence in the body of a disease-carrying organism, illness (for example Hepatitis or HIV/AIDS with no symptoms).



[Disability Discrimination Act \(1992\)](#)

Listed below are examples of different types of disabilities and summary of the issues identified through consultations for City of Ryde's Social Plan 2000 and the City of Ryde Access Committee:

<b>Disability Type</b>	<b>Needs</b>
<b>All people with disabilities</b>	<ul style="list-style-type: none"><li>• A transport network that is accessible, cost effective, reliable and readily available</li><li>• Accurate and up-to-date information about disability and mainstream services, facilities and community programs</li><li>• Community awareness and knowledge in ways of interacting with people who have disabilities</li><li>• Access to daytime activities</li></ul>
<b>Intellectual disability</b> A person who finds learning difficult and learns at a slower rate. Intellectual disability is not a sickness and should not be confused with mental illness	<ul style="list-style-type: none"><li>• Access to recreational and leisure activities</li><li>• Community awareness and understanding</li><li>• Documents written in plain English</li></ul>
<b>Physical disability</b> People with a mobility or neurological disability, such as quadriplegia, paraplegia, epilepsy, HIV/AIDS, multiple sclerosis or arthritis	<ul style="list-style-type: none"><li>• Physical access to and within all public buildings</li><li>• Unimpeded access on footpaths</li><li>• Smooth entry from footpath to shops</li><li>• Access to transport via a continuous accessible path of travel to bus stops, accessible bus stops with appropriate kerb heights and on-street/off-street parking</li><li>• Accessible public toilets</li></ul>
<b>People with a psychiatric disability (mental illness)</b> People who experience serious impairment of mental function. The severity ranges from mild and easily manageable episodic illness to serious or permanent impairment. Psychiatric disability can occur for any person at any time of their life	<ul style="list-style-type: none"><li>• Secure accommodation</li><li>• Support in seeking and maintaining employment</li><li>• Community understanding and support for families</li><li>• Access to recreational and leisure activities</li></ul>

## Disability Type

### **People with a sensory disability**

Include people who are deaf, or have a hearing impairment, and people who are blind, or have vision impairment

A distinction is made between people with deafness and people with a hearing impairment

**Deafness** – *People with high to profound hearing loss*

**Hearing impairment** – *People with mild to moderate hearing loss*

A distinction is made between people with vision disabilities

**Blindness** – *People can see little or no light*

**Visual Impairment** – *People who have low vision*

## Needs

- Sign language (Auslan) interpreters for all face-to-face contact
- Communication by fax or email or TTY for all telephone contact
- Well lit areas to aid lip reading
- An audio loop system that is installed and operated correctly in public meeting places
- Audible address systems in shopping centres and rail and bus interchanges
- Clear signs as an alternative to public announcements
- Visual security buzzers
- Alternative visual emergency
- Devices such as flashing lights for fire alarms
- Public areas free of potentially dangerous environmental hazards such as uneven and slippery footpaths and overhanging tree branches, tables and chairs on footpaths which block an accessible route, cars parked across driveways and on footpaths
- Audio signals at major traffic intersections and in lifts
- Tactile contrast on ramps, at kerb ramps, on railway station platforms, bus interchanges and pedestrian crossings
- A colour contrast strip on the edges of steps
- Handrails on both sides of stairs
- Signage that is clear, illuminated, a large size, at eye level, with raised letters that can be felt
- Voice output of printed material

## **Disability Type**

### **People with acquired brain injury**

People who have permanent damage to structures of the brain as a result of accident, poisoning, stroke, brain tumor, infection or lack of oxygen. In NSW 70% are caused by motor vehicle accidents, most often involving people aged between 16 and 24 years

### **Older people at risk of falling**

Older people have a high chance of falling; chances can be reduced if hazards are removed

## **Needs**

- Clear, straight-forward information and extra time for information processing
  - Recognition of the consequences of their brain injury
  - Assistance when required with physical access
- 
- More resting places
  - Repair of damaged road surfaces and pavements
  - More lighting in car parks
  - Handrails in toilets
  - Longer pedestrian crossing times

City of Ryde

**PART TWO**

**DISABILITY DISCRIMINATION ACT  
ACTION PLAN**

**PROJECT OBJECTIVES  
AND  
ACTION STRATEGIES**

## **DDA ACTION PLAN PROJECT OBJECTIVES**

The City of Ryde will maintain and continuously improve its practices in:

### **Organisational Development**

Staff members are aware of and have the understanding and skills required to provide a level of service, which takes into account the needs of people with disabilities.

### **Participation**

All members of the community are able to participate in activities of the City of Ryde, including representation on committees.

### **Employment**

People with disabilities have equal access to employment opportunities within the City of Ryde. They are afforded access to facilities, services and opportunities to meet their specific needs.

### **Community Development**

The City of Ryde continues to resource and support local organisations to provide quality service to people with disabilities and continues to facilitate positive change within the community services sector.

### **Direct Service Provision**

Services provided by the City of Ryde reflect the needs of the community and that they continue to be responsive towards individual needs.

### **Education and Promotion**

Provision of public information is user friendly and accessible by all residents. Publicity reflects a positive image of people with disabilities and demonstrates that people with disabilities actively contribute to our community.

### **Waste Management**

All sections of the community are able to use and take maximum advantage of the services provided by the City of Ryde in the disposal of household garbage and recyclable waste.

### **Asset Management**

All new assets owned and leased by the City of Ryde be accessible to Australian Standards. Current assets are upgraded to required standards subject to budget constraints, as set out in the Development Control Plans, codes and policies.

### **Urban Development**

The City of Ryde's codes and policies reflect best practice for everyday life within the city and that they do not give rise to discrimination on the grounds of disability.

**PROJECT OBJECTIVE**

**Organisational Development**

Staff members are aware of and have the understanding and skills required to provide a level of service which takes into account the needs of people with disabilities.

Issue	Action Strategies	Time Frame	Responsible Person
Senior management informed on the implications of the DDA Action Plan and the need to implement the action plan	<ul style="list-style-type: none"> <li>Brief Senior Management on completion of DDA Action Plan and on their role in its implementation</li> </ul>	June 2003	Manager Community Services/ Group Manager Civic Services
Councillors informed on the implications of the DDA Action Plan and the need to implement the action plan	<ul style="list-style-type: none"> <li>Brief Councillors on the completion of DDA Action Plan and on their role in its implementation</li> </ul>	June 2003	Chief Executive
Staff training provided to all staff for the improvement of service delivery to people with disabilities	<ul style="list-style-type: none"> <li>Develop a training strategy. All staff to be aware of the needs of people with disabilities and on how the City of Ryde can improve services</li> <li>Include disability awareness training into customer service training program</li> <li>People with disabilities be involved in development and training</li> </ul>	December 2003  December 2003  Review annually	Manager Human Resources/ Human Resources Development Coordinator  Manager Human Resources/ Human Resources Development Coordinator/ Customer Service Centre Coordinator

**PROJECT OBJECTIVE****Organisational Development (Cont.)**

Staff members are aware of and have the understanding and skills required to provide a level of service which takes into account the needs of people with disabilities.

<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
Communicate the DDA Action Plan within each department	<ul style="list-style-type: none"><li>Each service unit nominates a representative to communicate, facilitate and resource the implementation of the DDA Action Plan within their own section. This person should attend Access and Equity Strategy Steering Meetings when required</li></ul>	June 2003	Group Managers
Integrated planning of DDA Action Plan	<ul style="list-style-type: none"><li>Incorporate the DDA Action Plan into service unit plans and job plans.</li></ul>	June 2003 Review annually	Group Managers and Managers
Funds are allocated to the implementation of the plan	<ul style="list-style-type: none"><li>Consider budget implications early in budget planning process</li></ul>	February 2004 Review annually	Group Managers
Review and update the DDA Action Plan	<ul style="list-style-type: none"><li>Review the DDA Action Plan annually as part of management planning cycle</li></ul>	Review annually	Manager Community Services

**PROJECT OBJECTIVE**

**Participation**

All members of the community are able to participate in activities of the City of Ryde, including representation on committees.

Issue	Action Strategies	Time Frame	Responsible Person
Access and Equity Policy	<ul style="list-style-type: none"> <li>• Develop and implement policies and procedures in relation to:                             <ul style="list-style-type: none"> <li>- Consultation</li> <li>- Information Provision</li> <li>- Public Meetings</li> <li>- Council Meetings</li> </ul> </li> </ul>	June 2005	Manager Community Services/ A&ESSG/ All Groups
Residents with disabilities are provided equal opportunity for representation on City of Ryde Committees	<ul style="list-style-type: none"> <li>• People with disabilities are encouraged to nominate for all City of Ryde Committees</li> <li>• Provision of venues which are physically accessible and have audio loops</li> <li>• Provision of information in alternative formats where required</li> </ul>	December 2003 Review annually	Group Manager Civic Services
People with disabilities have equal opportunity voting in local government elections	<ul style="list-style-type: none"> <li>• Advise the Australian Electoral Commission to provide information in a range of formats</li> <li>• Inform people of accessibility of each polling place</li> </ul>	June 2003	CPO Aged/Disability
People with disabilities are given an opportunity to participate in City of Ryde events	<ul style="list-style-type: none"> <li>• Development of a special event planning checklist for the provision of accessible facilities, including accessible toilets and ramps at all events</li> <li>• Implementation of the checklist</li> <li>• All staff take into consideration the needs of people with disabilities when planning a project or special event</li> </ul>	September 2003  September 2003  Review annually	Manager City Promotions & Events   All Groups

**PROJECT OBJECTIVE****Participation (Cont.)**

All members of the community are able to participate in activities of the City of Ryde, including representation on committees.

<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
People with disabilities are given the opportunity to participate in major events organised externally	<ul style="list-style-type: none"><li>• City of Ryde special and major events policies and plans include issues of access</li><li>• Organisers of events comply with the requirement</li></ul>	September 2003  Review tri-annually	Group Manager Environmental Planning

## PROJECT OBJECTIVE

### Employment

People with disabilities have equal access to employment opportunities within the City of Ryde. They are afforded access to facilities, services and opportunities to meet their specific needs.

Issue	Action Strategies	Time Frame	Responsible Person
People with disabilities are given equal opportunity to obtain and access employment opportunities within the City of Ryde	<ul style="list-style-type: none"> <li>• Maintain an up to date EEO Management Plan and Policies</li> <li>• Develop and train staff in relation to appropriate EEO policies for recruitment</li> </ul>	September 2003 Review annually	Manager Human Resources  Consultative Committee
Potential employees provided with information on City of Ryde's EEO Management Plan and Policies	<ul style="list-style-type: none"> <li>• Guide to job applicants to include information on EEO Management Plan and EEO Policies</li> <li>• EEO Statement to be included in all job advertisements</li> </ul>	June 2003 Review annually	Manager Human Resources  Consultative Committee
People with disabilities are given an opportunity to request modified workplaces	<ul style="list-style-type: none"> <li>• All new disabled staff members are given an opportunity to request workplace modification as part of the induction process by including a question in the orientation checklist</li> <li>• All modifications are reviewed and made where reasonable</li> </ul>	June 2003 Review annually	Manager Human Resources
Inventory of specialised equipment	<ul style="list-style-type: none"> <li>• Include a termination checklist reference to equipment provided as part of a workplace modification</li> </ul>	July 2003	Manager Human Resources
Review of employment opportunities for people with disabilities	<ul style="list-style-type: none"> <li>• Monitor and report annually the number of persons with disabilities employed</li> </ul>	September 2003 Review annually	Manager Human Resources  Consultative Committee

<b>PROJECT OBJECTIVE</b>			
<b>Community Development</b>			
The City of Ryde continues to resource and support local organisations to provide quality service to people with disabilities and continues to facilitate positive change within the community services sector			
<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
Social Plan reflects the needs of people with disabilities	<ul style="list-style-type: none"> <li>• Implementation of the Social Plan in relation to People with Disabilities</li> <li>• Needs Analysis of People with Disabilities inclusive of recommendations</li> <li>• Implementation of Social Plan</li> </ul>	June 2005  June 2005	Manager Community Services/ CPO Aged/Disability
People with disabilities continue to have input in access issues through the City of Ryde Access Committee	<ul style="list-style-type: none"> <li>• City of Ryde continues to support the activities of the City of Ryde Access Committee to meet its Terms of Reference</li> </ul>	October 2003 Review annually	Manager Community Services/ CPO Aged/Disability
People with disabilities have equal access to community groups and services through Ryde Community Grants Program	<ul style="list-style-type: none"> <li>• Funding be allocated to organisations who demonstrate the application of principles of Access and Equity and incorporate the active inclusion of people with a disability and people from cultural and linguistically diverse backgrounds</li> </ul>	June 2003 Review annually	Manager Community Services

<b>PROJECT OBJECTIVE</b>			
<b>Direct Service Provision</b>			
Services provided by the City of Ryde reflect the needs of the community, including people with disabilities. Services continue to be responsive towards individual needs			
<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
People who are deaf or have hearing impairment are to be able to access services provided by the City of Ryde	<ul style="list-style-type: none"> <li>• Appropriate staff training in relation to the use of hearing loops &amp; TTY (telephone typewriter)</li> <li>• Provision of appropriate signage indicating the location of the equipment</li> <li>• Equipment reviewed and tested six-monthly to ensure working order</li> </ul>	June 2003  Review annually  June 2003	Manager Executive and Customer Service/ Manage Venue Support Services/ Manager Community Services/ Manager Library Services Customer Services
People with disabilities require access to accessible car parking spaces to enable them to access community facilities	<ul style="list-style-type: none"> <li>• Enforcement of accessible parking space use</li> <li>• Promotion of community awareness regarding the appropriate use of accessible parking spots</li> </ul>	December 2003 Review annually	Manager Environmental Enforcement/ Manager Community Services/ Manager City Promotions and Events
Trees and shrubs can reduce access for people with disabilities	<ul style="list-style-type: none"> <li>• Document the procedures to enable residents to report trees and shrubs overhanging footpaths</li> <li>• Develop a priority schedule list in relation to trees and shrubs overhanging footpaths on City of Ryde land</li> </ul>	November 2003  November 2004 Review annually	Manager, Urban Landscape Facilities and Services
People with disabilities who are unable to read standard written material	<ul style="list-style-type: none"> <li>• The library collects and makes available information resources in alternative formats, e.g. large print and talking books, on-line</li> </ul>	June 2003 Review annually	Manager Library Services

## PROJECT OBJECTIVE

### Direct Service Provision (Cont.)

Services provided by the City of Ryde reflect the needs of the community, including people with disabilities. Services continue to be responsive towards individual needs

Issue	Action Strategies	Time Frame	Responsible Person
Specialised technology is required to access information for a range of disabilities	<ul style="list-style-type: none"><li>Libraries to purchase equipment to enable people with disabilities to access information including appropriate computer software and magnification e.g. Luxo Lamps.</li></ul>	July 2005	Manager Library Services
People with hearing impairment need to communicate with staff	<ul style="list-style-type: none"><li>Provision of an audio loop at the enquiries desk of each of the libraries and in meeting rooms</li></ul>	July 2005	Manager Property Services/ Manager Library Services

<b>PROJECT OBJECTIVE</b>			
<b>Education and Promotion</b>			
Provision of public information is user friendly and accessible by all residents. Publicity reflects a positive image of people with disabilities and demonstrates that people with disabilities actively contribute to our community			
<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
People with disabilities and their advocates are involved in the education and promotion of relevant issues	<ul style="list-style-type: none"> <li>City of Ryde Access Committee develops an annual plan to respond to relevant issues</li> </ul>	February 2004 Review annually	Manager Community Services
Provision of access information regarding access to services and facilities	<ul style="list-style-type: none"> <li>Access information on the web site, at libraries and in customer service is kept current</li> </ul>	Review annually	CPO Aged/Disability
Correspondence and information sent by City of Ryde meets font size standard	<ul style="list-style-type: none"> <li>Correspondence on City of Ryde letterhead to be in a minimum 12 point Arial font</li> <li>Brochures and other written information produced for public distribution to be in a minimum 12 point Arial font or information about availability of alternate formats provided</li> </ul>	Review annually  December 2003	Correspondence Standards Review Committee/ A&ESSG Manager City Promotions and Events
People with disabilities know how to contact City of Ryde	<ul style="list-style-type: none"> <li>City of Ryde TTY number is printed on letterhead and any other official document</li> </ul>	Review annually	Correspondence Standards Review Committee
City of Ryde documents are written to provide for comprehension by all people, including those with a disability	<ul style="list-style-type: none"> <li>Develop and implement a plain English guideline for staff</li> <li>Ensure all new documents are written in compliance with the plain English guidelines</li> <li>All publications include information about availability of alternative formats</li> </ul>	December 2003  June 2004  June 2004	A&ESSG

## PROJECT OBJECTIVE

### Education and Promotion (Cont)

Provision of public information is user friendly and accessible by all residents. Publicity reflects a positive image of people with disabilities and demonstrates that people with disabilities actively contribute to our community

Issue	Action Strategies	Time Frame	Responsible Person
People with disabilities need access to reliable and up-to-date community information	<ul style="list-style-type: none"><li>• Identify documents which can be produced in a format other than standard print, i.e., audiotape, video or computer disc, large print, on website)</li><li>• Specific items to be available in large print and in audio/CDRoms.</li></ul>	June 2004  July 2004	A&ESSG
People need up-to-date information about services for people with disabilities	<ul style="list-style-type: none"><li>• Provide community information service through Library, Community Services and on the web page</li></ul>	Review annually	CPO Aged/Disability
Web site is accessible to people with visual impairments	<ul style="list-style-type: none"><li>• The web site to attain accreditation and an annual review of website accessibility</li></ul>	December 2004 Review annually	Web Co-ordinator

<b>PROJECT OBJECTIVE</b>			
<b>Waste Management</b>			
All sections of the community are able to use and take maximum advantage of the services provided by the City of Ryde in the disposal of household garbage and recyclables			
<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
Provision of equitable service to people with disabilities e.g. Appropriate bin size	Investigate and develop processes by which people with disabilities and frail elderly people can request assistance with waste collection.	September 2005	Group Manager Public Facilities & Services

<b>PROJECT OBJECTIVE</b>			
<b>Asset Management</b>			
All new assets owned and leased by the City of Ryde be accessible to Australian Standards. Current assets are upgraded to required standards, as set out in the Development Control Plans, codes and policies			
<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
People with disabilities are able to access all buildings used by the public and some residential developments. Therefore all new public buildings, and refurbishment work, will need to be built to the Australian Standards	<ul style="list-style-type: none"> <li>• Development Application (DA) to provide for access under Building Codes Australia (BCA) and applicants will be required to submit an access audit with the application</li> <li>• Ensure all prelodgements for appropriate development include advice regarding requirements of the Access and Disability DCP</li> </ul>	Review annually	Group Manager Environmental Planning  Group Manager Environmental Planning
Access to City of Ryde public facilities is provided for people with disabilities	<ul style="list-style-type: none"> <li>• Conduct an access audit of all City of Ryde public facilities</li> <li>• Develop priority listing of existing properties needing upgrade works to meet Australian Standards for Access</li> </ul>	June 2004  June 2004	Manager Property Services.
Major developments which will have a significant community impact will consult the City of Ryde Access Committee	<ul style="list-style-type: none"> <li>• To establish guidelines for the referral of developments that impact upon the community to the City of Ryde Access Committee, for comment, e.g. shopping centres and entertainment facilities,</li> </ul>	December 2003 Review annually	Manager Environmental Standards/ Manager Community Services
Some people have cognitive disabilities requiring access to toilets	<ul style="list-style-type: none"> <li>• Develop priority strategies to provide an accessible toilet at identified locations where public toilets are provided</li> </ul>	September 2004	Manager Property Services

## PROJECT OBJECTIVE

### Asset Management (cont.)

All new assets owned and leased by the City of Ryde be accessible to Australian Standards. Current assets are upgraded to required standards, as set out in the Development Control Plans, codes and policies

Issue	Action Strategies	Time Frame	Responsible Person
People with disabilities need to be able to have access to parks	<ul style="list-style-type: none"> <li>Undertake a mobility audit of all parkland under Category 1</li> <li>Develop a priority listing of parks requiring upgrades to improve access</li> </ul>	June 2004	Manager Urban Landscape Facilities & Services
People with visual impairments are unable to see objects in parks	<ul style="list-style-type: none"> <li>Develop priority listing of parks which need tactile signage to mark out objects in parks in Category 1</li> </ul>	November 2004	Manager Urban Landscape Facilities & Services
People with disabilities are able to use furniture	<ul style="list-style-type: none"> <li>Conduct an access audit of all park furniture and develop a priority list for the provision of easy accessible park furniture for parks in Category 1</li> </ul>	November 2004	Manager Urban Landscape Facilities & Services
Children with disabilities are able to access play equipment	<ul style="list-style-type: none"> <li>Develop priority listing of accessible play equipment in parks in Category 1.</li> <li>Develop and promote one fully accessible playground in the Ryde area</li> </ul>	November 2004 November 2004	Manager Urban Landscape Facilities & Services
People with visual impairments are able to use tactile signs	<ul style="list-style-type: none"> <li>Audit all signs in parks in Category 1 and develop a priority listing to ensure that all signs meet Australian Standards.</li> </ul>	November 2004	Manager Urban Landscape Facilities & Services

## PROJECT OBJECTIVE

### Asset Management (cont.)

All new assets owned and leased by the City of Ryde be accessible to Australian Standards. Current assets are upgraded to required standards, as set out in the Development Control Plans, codes and policies

Issue	Action Strategies	Time Frame	Responsible Person
Footpath obstruction - Provide continuous accessible footpath routes that enable uninterrupted access to all major facilities in the City of Ryde	<ul style="list-style-type: none"> <li>Review access audit of footpaths and cycle ways in key locations* and along major routes</li> <li>Respond to identified footpath access issues such as: trip hazards, inaccessible steep and/or slippery footpaths, obstructions to pathway</li> <li>Prepare priority listing for maintenance with regard to footpaths</li> <li>Prepare a priority listing for the construction of continuous accessible pathways along major roads and key locations</li> </ul>	December 2004  July 2003 Review regularly  September 2005  September 2005	Manager Access Facilities & Services
Residents and visitors to the City will have a clear procedure to report issues of access and for their issues to be considered and prioritised on their merits	<ul style="list-style-type: none"> <li>Develop clear procedures to enable residents and visitors to report access issues to ensure requests receive consideration.</li> <li>All reasonable requests are prioritised into work schedules taking into consideration available resources and usage</li> </ul>	November 2003 Review annually  July 2003 Review regularly	Manager Access Facilities & Services / CPO Aged/Disability  Manager Access Facilities & Services

(\* See Appendix for definition)

## PROJECT OBJECTIVE

### Asset Management (cont.)

All new assets owned and leased by the City of Ryde be accessible to Australian Standards. Current assets are upgraded to required standards, as set out in the Development Control Plans, codes and policies

Issue	Action Strategies	Time Frame	Responsible Person
People with disabilities are able to cross roads using accessible kerbs and gutters	<ul style="list-style-type: none"> <li>Audit all kerb ramps to ensure they meet Australian Standards</li> <li>Develop a priority listing to bring all kerb ramps up to Australian Standards AS 2814.1 at key locations and along major routes</li> <li>Prioritise improvement to kerb ramps in all locations on request and on a needs basis</li> </ul>	December 2003  Review annually	Manager Access Facilities & Services
Provision of resting places for people with mobility issues	<ul style="list-style-type: none"> <li>Develop priority list for the provision of street furniture around shopping centres and bus stops in key locations</li> </ul>	December 2003	Manager Access Facilities & Services
Provision of wheelchair access to bus stops and where appropriate for wheelchair accessible buses to meet Australian National Transport Standards	<ul style="list-style-type: none"> <li>Audit bus stops in key locations*; other locations on request</li> <li>Co - ordinate with Sydney Buses – identify which bus stops require modification</li> <li>Audit bus stops with regard to Transport Standards; eg, location of seats, provision of kerb ramps and unimpeded access to the bus stop; then plan upgrade process</li> </ul>	December 2003  February 2004  December 2004	Manager Access Facilities & Services

(\* See Appendix for definition)

## PROJECT OBJECTIVE

### Asset Management (cont.)

All new assets owned and leased by the City of Ryde be accessible to Australian Standards. Current assets are upgraded to required standards, as set out in the Development Control Plans, codes and policies

Issue	Action Strategies	Time Frame	Responsible Person
People with disabilities need a continuous accessible path of travel to taxis, including being able to enter the rear of taxis	<ul style="list-style-type: none"><li>Audit all taxi ranks to meet the requirement of the HREOC Transport Action Plan, including the provision of a kerb ramp at a safe loading point</li></ul>	December 2004	Manager Access Facilities & Services
People with disabilities are able to park near public facilities	<ul style="list-style-type: none"><li>Audit all parking areas and ensure that they meet the standards for accessible spots</li><li>Develop priority listing to bring City of Ryde owned parking areas up to the Standards</li></ul>	December 2004	Manager Access Facilities & Services
Cycleways can be used as an accessible pathway	<ul style="list-style-type: none"><li>New cycleways built are to be used as continuous, accessible paths of travel</li><li>Promote cycleways as accessible paths of travel by including the wheelchair symbol on cycleways signs</li></ul>	June 2004  April 2005	Manager Access Facilities & Services

**PROJECT OBJECTIVE****Urban Development**

The City of Ryde's codes and policies reflect best practice for everyday life within the city and that they do not give rise to discrimination on the grounds of disability

<b>Issue</b>	<b>Action Strategies</b>	<b>Time Frame</b>	<b>Responsible Person</b>
Developers are aware of the requirements to provide for access for people with disabilities	<ul style="list-style-type: none"><li>• Conduct an audit of all DCPs to ensure that they reflect the needs of people with disabilities</li><li>• Ensure Access and Disability DCP is up to date and meets the current trends in planning for access and mobility</li></ul>	July 2004 Review tri-annually July 2003 Review tri-annually	Group Manager Environmental Planning

# City of Ryde

## **PART THREE**

# **DISABILITY DISCRIMINATION ACT ACTION PLAN**

## **APPENDICES**

## DEFINITIONS & ACRONYMS

<b>Acronyms</b>	ABS	Australian Bureau of Statistics
	A&ESSG	Access and Equity Strategy Steering Group
	BCA	Building Code of Australia
	DCP	Development Control Plan
	DDA	Disability Discrimination Act 1992 (Commonwealth)
	HREOC	Human Rights & Equal Opportunity Commission
	LGS	Local Government Areas
	LGOV	Local Government & Shires Association

**Accessible** Having features to permit use by people with disabilities

**Continues Accessible Path of travel**

An access path that allows unhindered passage and complies with AS1428.2 (1992) Clause 7

**Key locations** Locations that that have a high pedestrian traffic on a daily basis and may include, but not exclusive of, schools, shopping centres, hospitals, railway stations, bus interchanges, libraries, community centres, and age care facilities.

**Public Building** A building which the public may enter or use. Government, a non-government organisation or a private business may own such a building.

**Premises** Includes not only buildings but also anything in the built environment including car parks, sports fields, parks and pathways.

**Place of refuge** Means a place which offers protection from a hazard.

## REFERENCES & RESOURCES

**City of Ryde Social Plan 2000** – 2000 City of Ryde, People with Disabilities Needs Paper

**Disability Discrimination Act: A Guide to Best Practice in Local Government**, Australian Local Government Association 1994

**Access Ability: Disability Access Resource Manual**, Local Government and Shires Association of NSW 1991

**Advisory Notes on Access to Premises**, Human Rights and Equal Opportunity Commission 1997, amended March 1998/February 1999. Available in standard print, large print and on computer disk. Ph 02 9284 9761, fax 02 0284 9789, TTY 1800 620241, [http://www.hreoc.gov.au/disability\\_rights/buildings/access\\_to\\_premises.html](http://www.hreoc.gov.au/disability_rights/buildings/access_to_premises.html)

**NSW Government Disability Framework**, Ageing & Disability Dept & NSW Health Ph: 02 9364 6961, fax: 02 9367 6830, TTY 02 9367 6868

**Disability, Ageing & Carers: Summary of Findings** Australian Bureau of Statistics (ABS), 1998 – 4430.0

**Position Papers '99** Physical Disability Council NSW, Sydney 1998 Ph 1800 688 831 - <http://www.pdcnsw.org.au/pospap99.htm>

**Commonwealth Disability Strategy: Better Physical Access – Open Minds, Open Doors – a guide for members of the Australian Public Service** – obtained from I.D.E.A.S. Inc Ph: 1800 029 904

**Waverley Council DDA Action Plan**

**Rockdale City Council DDA Action Plan**

## USEFUL CONTACTS

Human Rights & Equal Opportunity Commission  
GPO Box 5218, Sydney NSW 1042  
Phone: (02) 9284 9600 Fax: (02) 9284 9611  
Website: [www.hreoc.gov.au](http://www.hreoc.gov.au)  
For all matters related to the (Commonwealth) Disability  
Discrimination Act 1992

Anti-Discrimination Board of NSW  
Phone: (02) 9318 5400 (general)  
(02) 9318 5444 (advice on discrimination)  
Fax: (02) 9310 2235 Freecall: 1800 670 812 TTY: 9310 2376.  
For all matters related to the NSW Anti-Discrimination Act

NSW Disability Discrimination Legal Centre  
1-5 Meeks Street, Kingsford NSW 2032  
Phone: (02) 9313 6000  
Fax: (02) 9662 1364 TTY: (02) 9313 7190

Local Government & Shires Associations of NSW (LGSA)  
GPO Box 7003 Sydney NSW 2001  
Phone: (02) 9242 4000 Fax: (02) 9242 4111

ACROD (Australian Council for Rehabilitation of Disabled)  
24 Cabarita Road Cabarita 2137  
Phone: 9743 2699

Australian Quadriplegic Association (AQA )  
Phone: (02) 9661 8855 Fax: (02) 9661 9598  
Website: [www.aqa.org.au](http://www.aqa.org.au)

Physical Disability Council of NSW Inc  
Phone: 1800 688 831  
Website: [www.pdcnsw.org.au](http://www.pdcnsw.org.au)

Information Disability Equipment Access Services (IDEAS) Inc  
Phone: Phone: 1800 029 904  
Website [www.ideas.org.au](http://www.ideas.org.au)

Australian Bureau of Statistics (ABS)  
Website: [www.abs.gov.au](http://www.abs.gov.au)

Australian Building Codes Board  
website: <http://www.abcb.gov.au/>

Department of Ageing, Disability and Home Care  
NSW Govt Disability Framework  
Level 13, 83 Clarence Street Sydney  
Website: [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)  
Phone: (02) 8270 8113 Fax (02) 9270 2430

Commonwealth Department of Family & Community Services  
Office of Disability  
<http://www.facs.gov.au/disability/ood/index.htm>